

Federal Human Capital Survey 2004

Farm Service Agency

FFAS Overall Survey - Positive Responses

FFAS - 57.1% USDA - 58.8% GOV - 59.2%
RMA - 54.4% FAS - 59.4% FSA - 57.6%

FFAS Human Capital Management (HCM) - Positive Responses

FFAS - 56.5% USDA - 58.6% GOV - 60.8%
RMA - 53.9% FAS - 58.8% FSA - 56.7%

Organizational strengths = greater than 65% Positive Responses

Improvement Opportunities = < 50% Positive Responses, >35% Negative Responses

^ = increase POSITIVES over 2002

v = decrease POSITIVES over 2002

n = no change in POSITIVE responses

FFAS - Federal Human Capital Survey 2004

Positive
Responses

Neutral
Responses

Negative
Responses

USDA totals in white cells

PERSONAL WORK EXPERIENCES

1	The people I work with cooperate to get the job done.	85.0	8.1	6.9	^
	FSA	84.8	8.4	6.8	^
2	I am given a real opportunity to improve my skills in my organization.	65.4	18.7	15.9	^
	FSA	58.1	25.3	16.6	^
3	I have enough information to do my job well.	71.9	15.9	12.3	^
	FSA	68.6	18.4	13.0	^
4	I feel encouraged to come up with new and better ways of doing things.	57.6	21.8	20.6	^
	FSA	50.7	24.8	24.6	^ Lowest in category
5	My job makes good use of my skills and abilities.	68.0	14.6	17.4	^
	FSA	71.0	15.2	13.8	^
6	My job gives me a feeling of personal accomplishment.	71.9	16.0	12.1	^
	FSA	71.0	17.7	11.2	n
7	I like the kind of work I do.	84.4	11.2	4.4	^
	FSA	84.9	10.2	4.9	^ Highest in category
8	I recommend my organization as a good place to work.	64.0	21.4	14.6	^
	FSA	64.2	21.1	14.6	^
9	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	66.0	21.1	12.9	^
	FSA	63.6	22.3	14.1	^
10	How would you rate the overall quality of work done by your work group?	82.6	14.7	2.7	^
	FSA	84.3	14.0	1.8	^
11	How would you rate your organization as an organization to work for compared to other organizations?	56.6	30.6	12.9	^
	FSA	54.4	33.1	12.5	^

TALENT (HCM Measure)

12	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	70.1	18.1	11.1	^
	FSA	69.9	18.8	9.0	^
13	My supervisor supports my need to balance work and family issues.	83.9	9.4	6.1	^
	FSA	85.8	8.0	5.4	^
14	Supervisors/team leaders in my work unit provide employees with the opportunity to demonstrate their leadership skills.	60.7	21.6	17.3	^
	FSA	58.9	24.1	16.4	^
15	My work unit is able to recruit people with the right skills.	39.9	31.6	26.1	^
	FSA	34.8	35.4	26.1	v Lowest in category
16	The skill level in my work unit has improved in the past year.	50.3	29.6	18.2	v
	FSA	49.9	32.0	16.5	v
17	I have sufficient resources (for example, people, materials, budget, etc.) to get my job done.	49.9	17.1	32.2	^
	FSA	49.7	19.0	30.3	v
18	My workload is reasonable.	58.2	16.8	24.4	v
	FSA	57.1	16.9	26.0	v
19	My talents are used well in the workplace.	64.3	16.8	18.3	^
	FSA	66.9	16.1	16.3	^
20	I know how my work relates to the agency's missions and goals.	82.7	11.1	5.6	v
	FSA	81.4	11.8	6.1	v
21	The work I do is important.	89.9	7.6	2.2	v
	FSA	90.8	4.9	3.8	^ Highest in category
22	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	67.3	15.1	17.1	^
	FSA	65.6	13.8	20.1	v

PERFORMANCE CULTURE (HCM Measure)

23	Selections for promotions in my work unit are based on merit.	33.0	28.1	35.0	v
	FSA	31.6	29.1	35.2	v
24	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	26.9	26.1	41.4	^
	FSA	22.8	24.2	46.4	^ Lowest in category
25	Products & services in my work unit are improved based on customer/ public input.	42.7	33.0	18.9	v
	FSA	35.6	37.1	22.0	v
26	Employees have a feeling of personal empowerment and ownership of work processes.	40.7	29.8	27.0	^
	FSA	37.7	32.7	28.1	^

FFAS - Federal Human Capital Survey 2004		Positive Responses	Neutral Responses	Negative Responses	USDA totals in white cells
27	High-performing employees in my work unit are recognized or rewarded on a timely basis.	40.8	22.6	34.1	^
	FSA	38.5	19.6	39.6	^
28	Employees are rewarded for providing high quality products and services to customers.	39.7	26.6	30.6	v
	FSA	37.3	24.5	35.1	^
29	Creativity and innovation are rewarded.	33.8	31.1	32.8	v
	FSA	29.1	31.5	35.2	^
30	Awards in my work unit depend on how well employees perform their jobs.	40.9	24.8	30.8	v
	FSA	36.9	22.4	37.0	v
31	In my work unit, differences in performance are recognized in a meaningful way.	27.8	33.5	34.7	NEW Question
	FSA	23.9	31.4	41.5	
32	In my work unit, personnel decisions are based on merit.	28.9	33.8	31.1	NEW Question
	FSA	26.5	34.0	33.0	
33	My performance appraisal is a fair reflection of my performance.	64.0	19.1	15.6	^
	FSA	64.1	18.1	16.6	v
34	Discussions with my supervisor/team leader about my performance are worthwhile.	59.5	21.2	18.0	v
	FSA	56.5	22.4	19.7	^
35	I am held accountable for achieving results.	80.7	13.8	5.1	v
	FSA	79.7	13.5	6.2	n Highest in category
36	Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	58.1	26.2	10.7	^
	FSA	55.6	27.8	12.0	v
37	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	65.8	20.9	10.3	v
	FSA	64.3	21.7	11.0	v
38	Managers/supervisors/team leaders work well with employees of different backgrounds.	66.1	20.0	11.3	v
	FSA	63.8	21.7	11.2	v
LEADERSHIP (HCM Measure)					
39	I have a high level of respect for my organization's senior leaders.	46.6	26.4	26.7	NEW Question
	FSA	46.8	26.2	26.7	
40	In my organization, leaders generate high levels of motivation and commitment in the workforce.	35.2	30.7	33.5	^
	FSA	34.1	31.3	34.2	^ Lowest in category
41	My organization's leaders maintain high standards of honesty and integrity.	47.8	27.1	21.1	v
	FSA	46.5	29.9	21.1	^
42	Managers communicate the goals and priorities of the organization.	59.2	22.0	18.2	NEW Question
	FSA	59.1	22.8	17.5	
43	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	56.4	24.4	13.8	v
	FSA	56.2	25.7	14.1	v
44	Employees are protected from health and safety hazards on the job.	78.2	12.8	8.4	NEW Question
	FSA	77.5	14.2	7.0	Highest in category
45	My organization has prepared employees for potential security threats.	68.1	18.9	11.3	NEW Question
	FSA	69.7	17.3	11.6	
46	Complaints, disputes or grievances are resolved fairly in my work unit.	37.8	29.7	22.8	v
	FSA	36.7	28.8	24.0	^
47	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	52.5	23.3	17.7	^
	FSA	45.4	25.2	21.6	^
48	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	64.4	17.4	10.1	NEW Question
	FSA	62.7	17.7	11.3	
49	I can disclose a suspected violation of law, rule or regulation without fear of reprisal.	47.7	25.0	20.5	v
	FSA	44.8	25.8	21.6	v
LEARNING / KNOWLEDGE MANAGEMENT (HCM Measure)					
50	Supervisors/team leaders provide employees with constructive suggestions to improve their job performance.	59.2	23.2	16.7	NEW Question
	FSA	54.9	24.9	19.5	
51	Supervisors/team leaders in my work unit support employee development.	69.4	17.0	13.2	NEW Question
	FSA	64.7	19.3	15.3	
52	Employees have electronic access to learning and training programs readily available at their desk.	72.8	15.4	9.6	^
	FSA	75.4	14.7	8.0	^
53	My training needs are assessed.	56.2	23.1	19.6	^
	FSA	48.6	24.7	25.6	^ Lowest in category

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54	I receive the training I need to perform my job.	63.5	20.6	15.8	^
	FSA	54.2	25.3	19.8	^
55	Managers promote communication among different work units (for example, about projects, goals, needed resources).	52.2	24.3	20.9	v
	FSA	49.3	25.3	23.2	^
56	Employees in my work unit share their knowledge with each other.	74.1	12.9	12.6	^
	FSA	67.8	14.8	16.7	^
57	Employees use information technology (for example, intranet, shared networks) to perform work.	85.7	9.0	4.3	NEW Question
	FSA	90.6	7.1	1.7	Highest in category
58	Employees use information technology (for example, intranet, shared networks) to gather and share knowledge.	82.0	11.0	5.7	NEW Question
	FSA	83.6	10.6	4.6	
JOB SATISFACTION					
59	How satisfied are you with your involvement in decisions that affect your work?	52.2	22.8	25.0	v
	FSA	49.5	26.5	24.0	v
60	How satisfied are you with the information you receive from management on what's going on in your organization?	42.2	26.0	31.8	v
	FSA	41.7	28.2	30.2	v
61	How satisfied are you with the recognition you receive for doing a good job?	48.0	24.4	27.6	^
	FSA	47.5	24.1	28.4	^
62	How satisfied are you with the policies and practices of your senior leaders?	37.3	32.5	30.2	NEW Question
	FSA	36.4	33.7	29.9	
63	How satisfied are you with your opportunity to get a better job in your organization?	38.6	28.3	33.2	^
	FSA	35.4	29.8	34.8	^ Lowest in category
64	How satisfied are you with the training you receive for your present job?	59.3	23.3	17.4	^
	FSA	51.3	27.0	21.7	^
65	Considering everything, how satisfied are you with your job?	70.6	16.5	12.9	^
	FSA	70.4	18.3	11.4	^
66	Considering everything, how satisfied are you with your pay?	64.1	16.1	19.8	^
	FSA	71.1	14.5	14.5	^ Highest in category
67	Considering everything, how satisfied are you with your organization?	55.7	23.3	21.0	^
	FSA	57.7	23.6	18.7	^
BENEFITS and FAMILY FRIENDLY FLEXIBILITIES					
68	How satisfied are you with retirement benefits?	70.9	19.0	10.2	^
	FSA	76.0	17.7	6.4	v
69	How satisfied are you with health insurance benefits?	59.7	17.8	22.5	^
	FSA	62.9	16.9	20.2	^
70	How satisfied are you with life insurance benefits?	65.3	26.4	8.3	^
	FSA	69.5	23.6	6.8	^
71	How satisfied are you with long term care insurance benefits?	32.2	58.8	9.0	^
	FSA	31.4	60.5	8.2	^
72	How satisfied are you with the flexible spending account (FSA) program?	33.0	61.3	5.8	NEW Question
	FSA	37.6	57.7	4.7	
73	How satisfied are you with paid vacation time?	92.0	5.5	2.5	^
	FSA	93.3	4.1	2.7	^
74	How satisfied are you with paid leave for illness (for example, personal), including family care situations (for example, childbirth/adoption or eldercare)?	91.2	5.9	2.9	COMBINED Questions
	FSA	93.6	3.6	2.9	Highest in category
75	How satisfied are you with child care subsidies?	15.3	78.1	6.6	^
	FSA	14.2	81.1	4.7	v Lowest in category
76	How satisfied are you with work/life programs, (for example, health and wellness, employee assistance, eldercare, and support groups)?	42.2	49.4	8.4	COMBINED Questions
	FSA	34.2	57.2	8.7	
77	How satisfied are you with telework / telecommuting?	28.1	57.1	14.9	^
	FSA	27.6	58.1	14.4	^
78	How satisfied are you with alternative work schedules?	71.4	22.0	6.7	v
	FSA	81.7	13.3	4.9	v